

*Great Lengths*<sup>®</sup>

ROMA 1992

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# SUSTAINABILITY REPORT

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2023



LETTER TO STAKEHOLDERS

METHODOLOGICAL NOTE

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OUR GOVERNANCE

OUR MISSION AND VALUES:  
ALWAYS GOING BEYOND GREAT LENGTHS

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## LETTER TO STAKEHOLDERS

**FABIO MASSIMO ANTONINO**  
CHIEF EXECUTIVE OFFICER

**2023 has been a year of significant achievements and progress for our company, and it is a great pleasure to share our commitment through the first Sustainability Report of Great Lengths.**

Following the vision **“Always Going Beyond Great Lengths”**, we have taken further steps in our journey toward sustainable growth, striving to create value within and beyond our walls.

Our environmental management system’s recertification and the progress in our facility restructuring project, started in 2022, testify to Great Lengths’ ongoing commitment to reducing its environmental impact. Among the most significant initiatives are the installation of a new high-efficiency heating plant and the commissioning of a wastewater treatment and recycling system.

At the same time, we have worked to continue ensuring a safe workplace for our people, successfully completing the recertification process for our safety management system.

We are also committed to creating a healthier and more serene work environment, with more attentive human resource management and an expanded Marketing department with the hiring of new talent.

In 2024, we look forward to other important goals, such as structuring an internal Sustainability department, modernizing the Research and Development lab—an intervention that will also lay the foundation for forging additional partnerships with local universities and supporting young talent in their professional development—and renewing our B Corp certification.

**THE FUTURE WILL BRING MORE CHALLENGES, AND WE WILL FACE THEM  
WITH OUR APPROACH AS ALWAYS:  
GROWING SUSTAINABLY, TOGETHER, BEYOND EXPECTATIONS.**



## METHODOLOGICAL NOTE

The Great Lengths Sustainability Report (hereafter referred to as “the company”) represents a tool to transparently and systematically present the **results achieved by the company in the economic, social, and environmental spheres** and to show its commitment to sustainable development, with the aim of creating shared value for the community and its stakeholders.

**THE DOCUMENT RELATES TO THE 2023 FISCAL YEAR (FROM JANUARY 1 TO DECEMBER 31) AND HAS BEEN PREPARED IN ACCORDANCE WITH THE “GRI SUSTAINABILITY REPORTING STANDARDS” PUBLISHED IN 2016 AND UPDATED IN 2021 BY THE GLOBAL REPORTING INITIATIVE (GRI) ACCORDING TO THE “IN ACCORDANCE” OPTION.**

An integral part of the document is the **“GRI Content Index” section**, where the GRI table is provided to fully demonstrate the coverage of GRI indicators associated with each material topic identified.

This document is intended to **present to stakeholders the management model and sustainability policies practiced by the company**, describing the most significant results achieved during the reporting year to ensure an understanding of the company’s business activities, its performance, and the impact it generates.

The publication frequency is set on an annual basis.

## WHO WE ARE

Founded in 1992 in Rome as a small family-run business specializing in the **artisanal production of natural hair extensions**, Great Lengths is now present in over **50 countries**.

**MADE IN ITALY, SUSTAINABILITY, AND CONTINUOUS INNOVATION HAVE BEEN THE PRINCIPLES THAT HAVE ACCOMPANIED US THROUGHOUT OUR EVOLUTION AND CONTINUE TO GUIDE OUR CHOICES.**

Over the years, our production process has retained key characteristics such as **ethical sourcing** of raw materials and **artisanal production** stages. It has gained further value through the contribution of our **internal Research and Development department**, launched in 2013, and the implementation of an internal digitalization system that we are extending throughout the supply chain to ensure increasing **transparency and traceability along the entire value chain**.

It is within this path of **sustainable growth** that the adoption of **Benefit Corporation** status (2021) and the achievement of **B Corp certification** (2022) take place, two milestones in our corporate history that encourage us to do more and better for the well-being of all our stakeholders.



## THE GOVERNANCE SYSTEM OF GREAT LENGTHS CONSISTS OF THE BOARD OF DIRECTORS, THE BOARD OF STATUTORY AUDITORS, THE SHAREHOLDERS' MEETING, AND THE SUPERVISORY BODY.

The Board of Directors is responsible for the ordinary and extraordinary management of Great Lengths and is tasked with defining the guidelines for strategic planning, assessing overall management performance, and verifying the adequacy of the organizational, administrative, and accounting structure. The Board oversees decisions impacting the economy, environment, working conditions, risk management, and resources, aiming to continuously improve management systems. Additionally, the Board approves the Impact Report and this document, which illustrate the management and progress of Great Lengths' sustainability matters.

## THE BOARD OF DIRECTORS

The current Board is made up of 3 members, with the skills and professionalism suited to their assigned roles: Matteo Antonino, Chairman and executive member; Fabio Massimo Antonino, CEO and executive member; and Lorenzo Giovannelli, non-executive member.

### MATTEO ANTONINO

Founder of the company and partner, holds the position of Chairman of the Board of Directors with representative powers. He is the Sole Director of Great Lengths France SARL; Director of Great Lengths Haarvetriebs.

### FABIO MASSIMO ANTONINO

He began his career at Great Lengths in 2011 as an administrative employee with management-type duties. Since 2015 he has held managerial-executive roles as Management Representative and Operations Director. In 2020 he was appointed CEO. He is Sole Director of Great Lengths Sweden; Chairman of the Board of Directors of Great Lengths Nordics; Sole Director of Great Lengths Netherlands; Director of Transmatic S.r.l..

### LORENZO GIOVANNELLI

Master's Degree in Economics and Business Management from Luiss Guido Carli University in 2012. Registered in the Register of Legal Auditors, the Register of Chartered Accountants and Accounting Experts since 2015 and in the Register of Experts for the negotiated settlement for the resolution of business crises pursuant to art.13, paragraph 3 of Legislative Decree 14/2019 and subsequent amendments. He is a Member of the Supervisory Body of Acea Ambiente S.r.l.; Member of the Supervisory Body of Open Impact S.r.l.; Member of the Board of Auditors of GEDI News Network S.p.A.; Member of the Board of Auditors of RAI Com S.p.A.; Member of the Board of Auditors of Edilizia Romana Borghi E.R.B.O S.p.A.; Member of the Board of Auditors of Ugento S.p.A.; Member of the Board of Auditors of ICARUS S.p.A.; Member of the Board of Auditors of ELE S.p.A.; Member of the Board of Auditors of Stile S.p.A.; Member of the Board of Auditors of Addvision SIM S.p.A.; Member of the Board of Auditors of BentallGreenOak Europe Core, Plus Logistics I SICAF S.p.A.; Sole Auditor of Residence Le Torri S.p.A.; Sole Auditor of Teatro di Marcello S.r.l.; Sole Auditor of Open Impact S.r.l.; Sole Director of GP Grafica Palombi S.r.l.; Alternate Auditor of Armonia SGR S.p.A.; Alternate Auditor of F.A.I. Service S.C.; Alternate Auditor of Ktesios Holding S.p.A. in liquidation; Alternate Mayor of CQS Holding S.p.A. in liquidation.



## THE ORGANIZATIONAL MODEL

Great Lengths, attentive to promoting a culture of transparency and integrity and aware of the importance of ensuring fairness in business and company activities, adopts the Organization, Management, and Control Model as per Legislative Decree 231/01 (MOG) to protect its image, shareholder expectations, and contractual counterparties.

The main objective of the Model is to create a **structured system of procedures and control activities** to prevent improper behavior, including conflicts of interest.

The key elements of the Model include:

- the **Code of Ethics**;
- the **Statute and regulations of the Supervisory Body**;
- **organizational procedures** and **internal protocols**;
- the **training and communication plan for the Model**.

Recipients of the organizational Model 231 can send information, data, documents, and reports, even anonymously, regarding possible violations of the Model to the dedicated email address of the Supervisory Body.

**UPON RECEIVING A REPORT, THE SUPERVISORY BODY SCHEDULES AN INSPECTION ACTIVITY USING INTERNAL RESOURCES OR, IF NECESSARY, EXTERNAL EXPERTS TO ADDRESS SITUATIONS THAT REQUIRE SPECIFIC EXPERTISE OR INVOLVE PARTICULAR WORKLOADS.**

## THE CODE OF ETHICS

**THE CODE OF ETHICS OF GREAT LENGTHS ESTABLISHES THE PRINCIPLES OF CONDUCT AND VALUES PURSUED TO PROTECT SOCIAL ASSETS, THE ENVIRONMENT, AND TO VALUE HUMAN RESOURCES.**

**The Code of Ethics includes:**

- the guiding values and ethical principles for the activities of Great Lengths;
- the standards of conduct towards various stakeholder groups to prevent unethical behavior;
- the implementation methods and control systems to ensure compliance with the Code.

The Code of Ethics applies to all members of Great Lengths, including directors, statutory auditors, employees, external collaborators, consultants, shareholders, and business partners. All are required to know its contents and comply with it. Therefore, we commit to disseminating it through company communications, the website, informational meetings, and a training plan. We also request our suppliers to formally adhere to our Code through specific contractual clauses.

**THE CODE EXPLICITLY PROHIBITS SITUATIONS OF CONFLICT OF INTEREST. IN CASES OF POTENTIAL CONFLICT, EMPLOYEES MUST PROMPTLY INFORM THEIR SUPERIORS OR THE SUPERVISORY BODY.**

**IN THE PAST YEAR, THERE HAVE BEEN NO REPORTS OF CRITICAL ISSUES RELATED TO ACTUAL OR POTENTIAL NEGATIVE IMPACTS ON STAKEHOLDERS.**



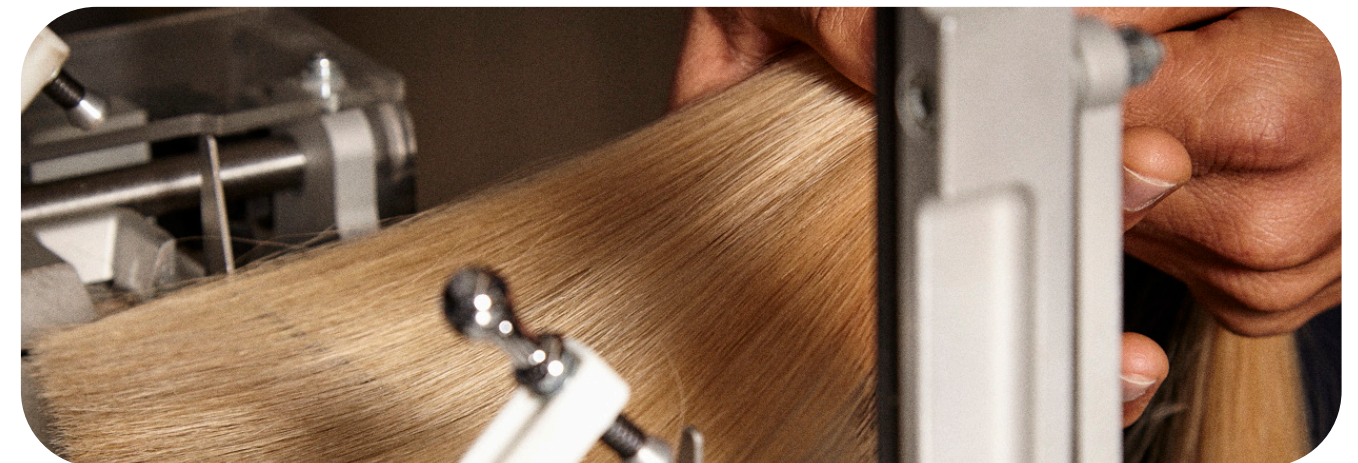
**OUR MISSION AND OUR  
VALUE SYSTEM: ALWAYS GOING BEYOND  
GREAT LENGTHS**

**GREAT LENGTHS WAS THE FIRST  
COMPANY TO BRING NATURAL HAIR  
EXTENSIONS TO THE MARKET.**  
**SINCE 1992, WE HAVE BEEN WORKING  
TO PROMOTE CONSCIOUS BEAUTY  
WITH A PRODUCT THAT IS SAFE FOR  
PEOPLE AND ORIENTED TOWARD  
ENVIRONMENTAL AND SOCIAL  
SUSTAINABILITY.**

**To fulfill this mission, from our inception, we have chosen to:**

- use premium quality raw materials of Indian origin, ensuring responsible and ethical sourcing;
- maintain artisanal production stages within our production process, upholding the culture of Made in Italy;
- promote the well-being of people.

**WITHIN THIS VALUE SYSTEM, A BUSINESS MODEL  
BASED ON A SENSE OF COMMUNITY WAS BORN AND  
HAS GROWN, LEADING GREAT LENGTHS TO BECOME  
A BENEFIT CORPORATION AND TO INTEGRATE SIX  
COMMON BENEFIT OBJECTIVES<sup>1</sup> INTO THE CORPORATE  
PURPOSE IN OUR STATUTE, SUMMARIZED IN  
CHAPTER 1 OF THIS DOCUMENT DEDICATED TO OUR  
SUSTAINABILITY STRATEGY.**



<sup>1</sup> "The common benefit objective concerns the pursuit, in the exercise of economic activity, of one or more positive effects, or the reduction of negative effects, for one or more categories including people, communities, territory, environment, cultural and social assets and activities, entities and associations, and other stakeholders" (paragraph 378 of Article 1 of the 2016 Stability Law).





1

# A SUSTAINABLE STRATEGY FOR THE FUTURE



A BUSINESS MODEL FOR  
THE FUTURE, CENTERING  
ON PEOPLE AND THE  
ENVIRONMENT.

This is the guiding goal for Great Lengths, and with this goal in mind, we designed our sustainability journey. This journey has led us to significant achievements, and we are committed to pursuing it to address future challenges.

OUR CERTIFIED MANAGEMENT SYSTEMS



Since 2011, we have implemented and certified our **three management systems**.

Our **UNI EN ISO 9001:2015 quality management system** aims to improve the quality of our processes and business performance, ensuring complete customer satisfaction. The recertification audit is scheduled for June 2024.

The **UNI ISO 45001:2018 occupational health and safety management system** evaluates, prevents, and reduces health and safety risks, safeguarding the physical and mental well-being of all employees. The certification was renewed in 2023.

The **UNI EN ISO 14001:2015 environmental management system** helps monitor and reduce our environmental impact, ensuring regulatory compliance. The 2023 audit reaffirmed our certification.

In **2024**, we plan to integrate the three management systems, creating an **Integrated QSA Management System** for streamlined ISO compliance and improved operational efficiency.



IN 2021, WE ADOPTED THE LEGAL FORM OF A BENEFIT CORPORATION, STRENGTHENING OUR COMMITMENT TO THE WELL-BEING OF PEOPLE, THE COMMUNITY, AND THE ENVIRONMENT THROUGH THE DEFINITION OF SIX COMMON BENEFIT OBJECTIVES, SUMMARIZED BELOW AND ELABORATED ON IN OUR 2023 IMPACT REPORT:<sup>2</sup>

<sup>2</sup> [https://www.greatlengths.com/hubfs/Relazione%20di%20Impatto%202023-rev\\_09.2024.pdf](https://www.greatlengths.com/hubfs/Relazione%20di%20Impatto%202023-rev_09.2024.pdf)

COMMON BENEFIT OBJECTIVES

- 1 **Create a positive impact on the community and the industry** through activities that support its development.
- 2 **Support individual and group professional development**, valuing each person's potential.
- 3 **Put the customer at the center** with high-quality products and services without compromising the environment.
- 4 Through philanthropic initiatives, **the company commits to supporting individuals needing self-care to reconnect with themselves.**
- 5 **Take responsibility for all actors in the value chain**, preserving artisanal craftsmanship and the Made in Italy heritage, and creating economic value for all stakeholders.
- 6 **Promote sustainable business models for the environment**, sharing best practices and innovations in production processes and product development.



ASSESSING OUR SOCIAL AND ENVIRONMENTAL IMPACT

To monitor, evaluate and refine our sustainability strategy, we have chosen to use the **B Impact Assessment (BIA)**,<sup>3</sup> a tool developed by the non-profit B Lab to **evaluate the social and environmental impact of companies**. The BIA examines key areas such as governance, employee-friendly practices, environmental impact, supplier relationships, community engagement and customer transparency.

The compilation of the BIA with the 2023 data helped us identify strengths and opportunities for improvement and from the assessment made a sustainability profile emerged which is the graphic representation of how the positive impact of the organization is distributed along all the macro-areas analyzed. From this representation, a significant positive impact clearly emerges in all areas, particularly in the areas of governance, mission and involvement, development of people, suppliers and customers. The positive impact generated is linked to the purposes of common benefit and the material themes of Great Lengths and to all the initiatives implemented for their achievement and management.

IN 2022, GREAT LENGTHS BECAME THE FIRST COMPANY IN THE HAIR EXTENSION INDUSTRY TO JOIN THE B CORP NETWORK, DEMONSTRATING THAT EXCELLENCE IN BUSINESS AND SOCIAL RESPONSIBILITY CAN COEXIST.

<sup>3</sup> <https://www.bcorporation.net/en-us/programs-and-tools/b-impact-assessment/>



IN 2024, WE WILL UNDERGO A NEW VERIFICATION PROCESS TO RENEW OUR B CORP CERTIFICATION THROUGH THE B IMPACT ASSESSMENT.

**PARTICIPATION IN THE B CORP BEAUTY COALITION**

Great Lengths is also part of the B Corp Beauty Coalition, a network of over 60 companies in the Beauty sector sharing best practices to build a more sustainable beauty industry. Topics covered include sourcing ingredients, developing responsible packaging, and green logistics.



Our history and sustainability journey

1992	Great Lengths is founded
1996	We move our production headquarters to Nepi, in the province of Viterbo
2011	We obtain the OHSAS 18001:2007 certification for workplace safety and health
2013	We establish an internal Research & Development department
2015	We obtain the UNI EN ISO 9001:2015 certification for quality management systems
2017	We begin collaboration with STIIMA-CNR of Biella to support our R&D department We obtain the UNI EN ISO 14001:2015 certification relating to the environmental management system
2018	We implement the Organization, Management and Control Model pursuant to Legislative Decree no. 231/2001
2020	We obtain UNI ISO 45001:2018 for health and safety management (before OHSAS 18001:2007 certification)
2021	We implement the Netsuite enterprise software, ensuring product traceability during production stages We become a Benefit Corporation
2022	We become a certified B Corp and join the B-Beauty coalition
2023	We publish our Volunteer Policy, offering each employee 16 paid hours per year for volunteer work





1.1 OUR STAKEHOLDERS

Great Lengths reaffirms its commitment to openness, dialogue, and continuous interaction with all stakeholders, both internal and external, considering them fundamental pillars for achieving corporate objectives.

We believe that ongoing engagement and collaboration with all our stakeholders are essential to fully understand their needs, interests, and expectations. This approach allows us to create shared, medium- and long-term value by identifying the right strategies for a sustainable and successful future.

**IN THE PAST YEAR, WE CONDUCTED AN IN-DEPTH INTERNAL AND BENCHMARK ANALYSIS AT BOTH NATIONAL AND INTERNATIONAL LEVELS. THIS WORK LED TO THE MAPPING OF OUR MAIN STAKEHOLDERS: WE IDENTIFIED 28 TYPES OF STAKEHOLDERS, DIVIDED INTO THE 8 MOST RELEVANT AND INFLUENTIAL CATEGORIES FOR THE COMPANY (SEE TABLE ON THE FOLLOWING PAGE), FOR WHICH WE CONSIDER IT IMPORTANT TO CREATE A SPACE FOR SHARING AND DIALOGUE, WITH THE GOAL OF ACTIVELY INVOLVING THEM IN IDENTIFYING THE STRATEGIC DIRECTIONS FOR THE COMPANY'S EVOLUTION.**

1. A SUSTAINABLE STRATEGY FOR THE FUTURE

CATEGORIES	TYPES	MODES OF ENGAGEMENT
COLLABORATORS	EMPLOYEES	<ul style="list-style-type: none"><li>• Materiality survey</li><li>• Periodic discussions (working groups)</li><li>• National collective bargaining</li><li>• Training plans</li><li>• Welfare program</li><li>• Organizational model (Legislative Decree 231/01)</li><li>• Code of Ethics</li><li>• Institutional website</li></ul>
	LABOR UNIONS	
SUPPLIERS	RAW MATERIALS SUPPLIERS	<ul style="list-style-type: none"><li>• Materiality survey</li><li>• Analysis questionnaire</li><li>• Code of Ethics</li><li>• Code of Conduct</li><li>• Institutional website</li></ul>
CLIENTS	DISTRIBUTORS	<ul style="list-style-type: none"><li>• Complaint and reporting channels</li><li>• Customer service</li><li>• Commercial communications</li><li>• Great Lengths certification for salons</li><li>• Institutional website</li><li>• Customer satisfaction questionnaire</li></ul>
	SALONS	
	CONSUMERS	
FINANCE	INVESTORS	<ul style="list-style-type: none"><li>• Organizational model (Legislative Decree 231/01)</li><li>• Institutional website</li><li>• Periodic meetings and assemblies</li></ul>
	BANKS	
	SUPERVISORY BODY	
	STATUTORY AUDITORS	
RESEARCH AND EDUCATIONAL INSTITUTES	RESEARCH AND INNOVATION INSTITUTES	<ul style="list-style-type: none"><li>• Definition and sharing of technical and quality standards</li><li>• Direct collaborations</li><li>• Institutional website</li></ul>
	UNIVERSITIES	
COMMUNITY	FOUNDATIONS AND VOLUNTARY ASSOCIATIONS	<ul style="list-style-type: none"><li>• Active volunteer program</li><li>• Active partnerships</li><li>• Participation in international Coalitions and Communities</li><li>• Institutional website</li></ul>
	NGOs	
INSTITUTIONS	LOCAL INSTITUTIONS (municipalities, local authorities, etc.)	<ul style="list-style-type: none"><li>• Institutional website</li><li>• Institutional communication events and initiatives</li></ul>
	NATIONAL INSTITUTIONS (ministries etc.)	
	INTERNATIONAL ORGANIZATIONS (UN, ILO etc.)	
COMPETITORS	COMPETITORS	<ul style="list-style-type: none"><li>• Institutional website</li></ul>



1.2 MATERIALITY ANALYSIS AND THE CHALLENGES WE EMBRACE

To highlight the most economically, socially, and environmentally relevant aspects for Great Lengths — those aspects that most influence the evaluations and decisions of all stakeholders — we conducted a materiality analysis that took into account all key elements of our sustainability strategy:

OUR MISSION

the core and guide of our activities;

OUR COMMON BENEFIT OBJECTIVES

describing how we intend to pursue our corporate mission;

MATERIAL TOPICS

highlighting the challenges and opportunities we wish to focus on.

The material topics were defined following the GRI Standards Guidelines, with a process organized into two main phases.

PHASE 1

Identify all relevant topics for Great Lengths and its stakeholders by analyzing our business and sector best practices at both national and international levels.

PHASE 2

Determine the importance of identified topics through dedicated surveys involving:

- our top management, interviewed and involved in reflecting on topics relevant to the company, in line with our strategy and external developments;
- 94 interlocutors belonging to three strategic stakeholder categories for our business, namely our employees, our two semi-processed raw material suppliers, and our four major distributors.





Employees expressed their perspective on sustainability issues through a workshop with interactive voting.

The goal was to highlight specific concerns that, while present in the reflections or planning of top management, were particularly important to the employees themselves.

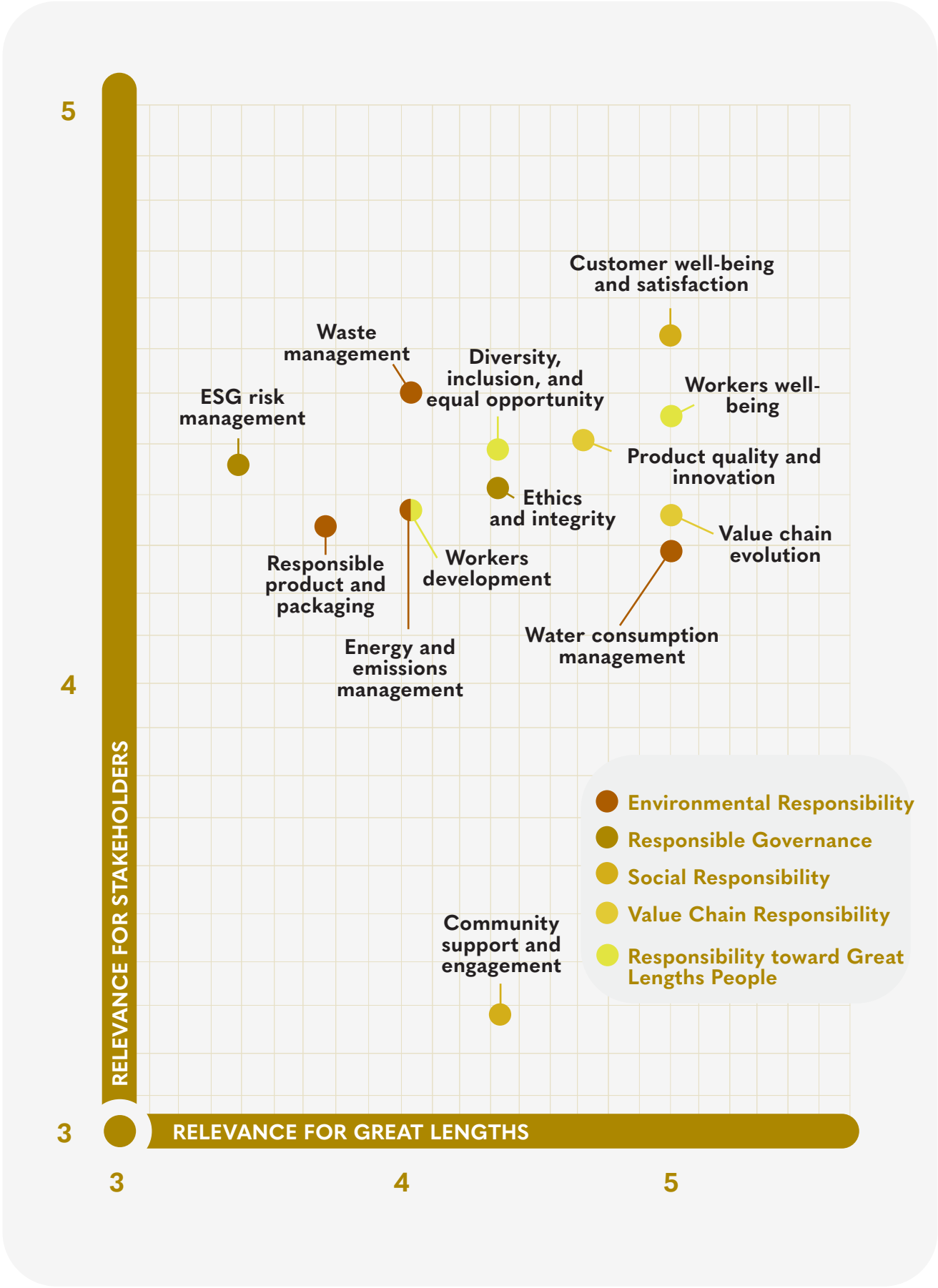
RESULTS

Through the reprocessing of individual voting results, we defined the Great Lengths materiality matrix, which includes 13 material topics, notably:

- customer well-being and satisfaction
- employee well-being
- product quality and innovation
- value chain evolution

From the matrix, it is clear that:

- all identified topics were considered important by the stakeholders involved in the analysis;
- the most relevant material topics are closely connected to our common benefit objectives, underscoring the importance attributed to these aspects by all our stakeholders.





A background image showing the backs of three people with long hair, wearing denim jackets, and holding large bunches of white baby's breath flowers. The image has a soft, slightly blurred aesthetic.

2

OUR VALUE CHAIN,

BETWEEN

EXCELLENCE AND ETHICS



Distribution in more than

**50** COUNTRIES

**3**

Product lines

certified application tools

**CE & IMQ**

**100%**

Suppliers evaluated with an environmental questionnaire

Artisan craftsmanship

**MADE IN ITALY**

**EXCELLENCE**

**DRIVEN BY ETHICS**

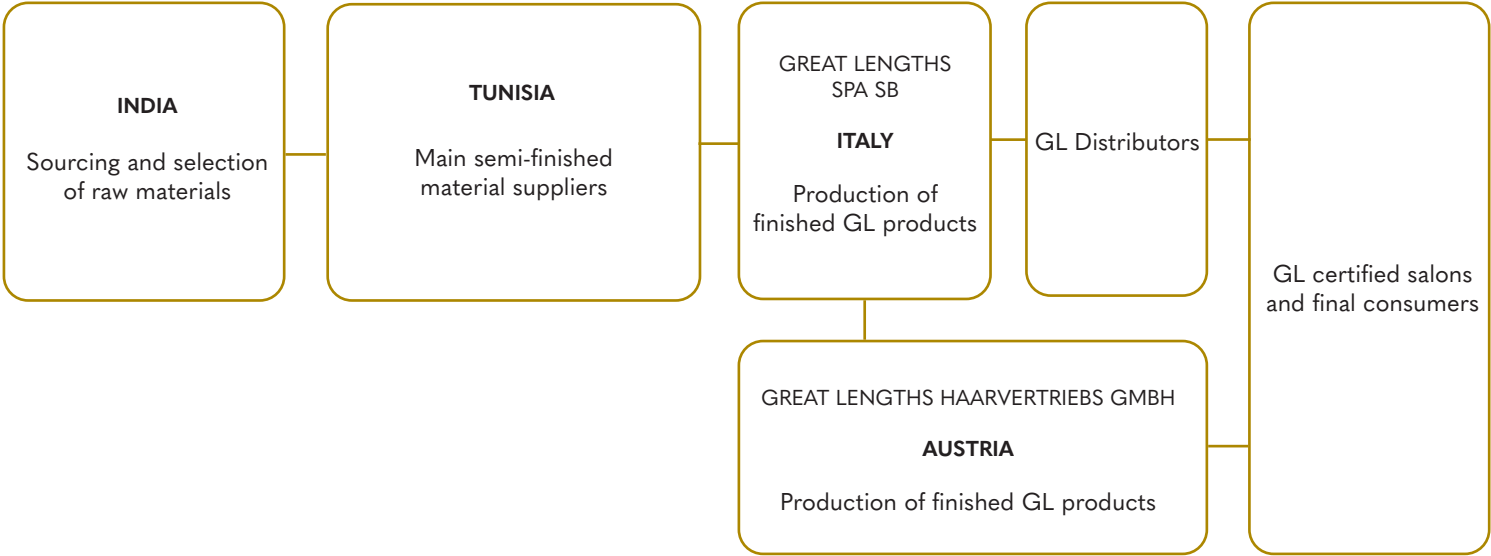
This is the principle at the foundation of our value chain, today as in the past. Since its founding, Great Lengths has aimed to **achieve the best possible result in terms of the quality of the finished product**, without ever losing sight of the need to **protect people, communities, the environment, and the territory at every stage of the supply chain.**

A SUPPLY CHAIN THAT WE WANT TO BE INCREASINGLY MONITORED, TRANSPARENT, AND TRACEABLE IN ALL ITS PHASES:

from the sourcing and selection of raw materials of Indian origin to the initial phases of hair treatment in Tunisia, where our main semi-finished suppliers are located; from processing in our production facilities in Italy and Austria to distribution in **over 50 countries worldwide**, up to the application of extensions in certified salons.



OUR VALUE CHAIN





## 2.1 RESPONSIBLE SOURCING

MONITORING OUR SUPPLY CHAIN FROM THE RAW MATERIAL SOURCING STAGE IS OF FUNDAMENTAL IMPORTANCE FOR US AT GREAT LENGTHS.

The reference points for all our actions and strategies in this regard are the Great Lengths Code of Ethics and the Supplier Code of Conduct, which contain the expressed principles:

- in the **Universal Declaration of Human Rights**;
- in the **ILO Declaration on Fundamental Principles and Rights at Work** (International Labour Organization, a UN agency);
- in the **OECD Guidelines for Multinational Enterprises** on responsible business conduct;
- in the **United Nations Global Compact**, an international initiative for promoting an economy that respects human and labor rights, the environment, and is committed to fighting corruption.

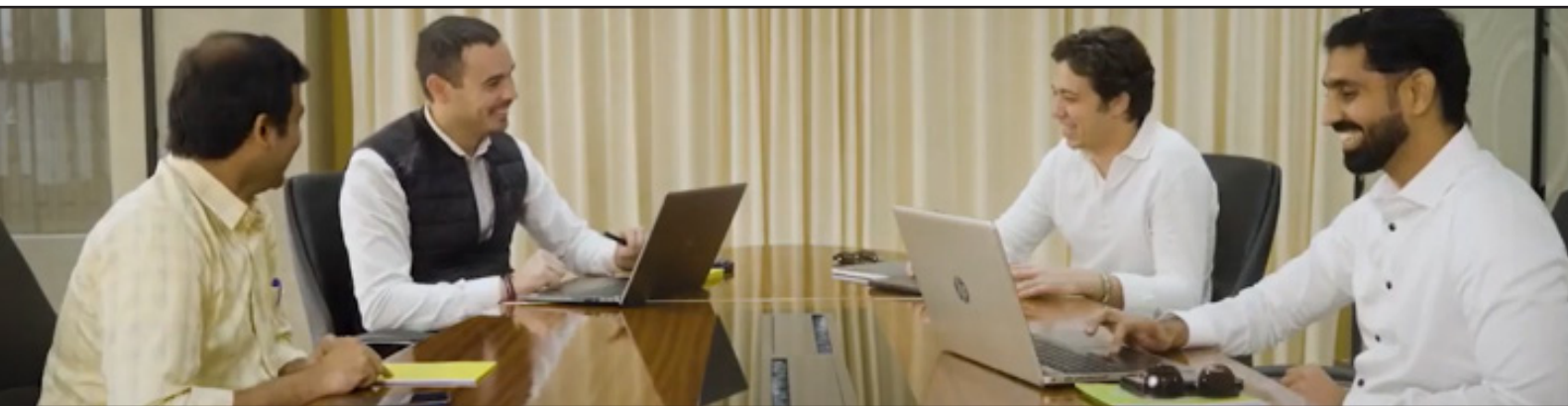




# CONTROL OF RAW MATERIALS AND SUPPORT FOR OUR SUPPLIERS IN TUNISIA

WE ARE DEEPLY CONVINCED THAT ETHICAL SOURCING OF RAW MATERIALS IS A CRUCIAL ISSUE TO ENSURE SUSTAINABLE DEVELOPMENT AND RESPECT FOR SOCIAL JUSTICE IN THE GLOBAL INDUSTRY.

The principles of **ethical sourcing** lie in the protection of workers' rights, the environment, and local communities. Our raw materials are of Indian origin, which is where our value chain begins. The hair sourced and selected in India then reaches the facilities of our main suppliers in Tunisia, where the initial processing phases of the raw material are carried out. Aware of our **direct ethical responsibility throughout our value chain**, starting in 2022, we initiated a **collaboration project with semi-finished product suppliers** to assist them in drafting their **Supplier Code of Conduct to be shared with Indian partners**.



GREAT LENGTHS' CEO, FABIO MASSIMO ANTONINO, AND COO, MARCO MATTIACCI, HAVE ACTIVELY ENGAGED WITH THE STAKEHOLDERS IN THE VALUE CHAIN TO DISSEMINATE AND PROMOTE THE KNOWLEDGE OF THE NEWLY ADOPTED CODES.

We are proud of this project, which concretely supports the dissemination of good sustainability practices and, at the same time, helps us ensure that all direct and indirect suppliers in our value chain commit to guaranteeing:

- **Ethical purchases and quality:** promoting ethics in the supply chain; ensuring sourcing standards; traceability of raw materials; quality control along the supply chain.
- **Occupational health and safety and respect for human rights:** prevention of child labor; rejection of forced labor; ensuring workers' freedom of association; promoting fair and sustainable working conditions; absence of discrimination.
- **Transparency in business conduct:** compliance with anti-corruption regulations; adherence to laws regulating competition; reporting of any conflicts of interest; respect for third-party intellectual property rights and data and privacy protection.
- **Responsible environmental practices:** commitment to adopting all necessary solutions to reduce one's environmental impact at every stage of production.



## 2.2 STEPS TAKEN THROUGH DIGITAL TRANSFORMATION

Starting in 2021, we launched a digital transformation project with the aim of **involving every single link in our value chain to measure results and impacts** and act accordingly when improvements are needed.

The project stems from the belief that the **digitalization of the supply chain** represents an important **driver for sustainable growth**. While outlining the entire project path, we encountered significant challenges:

- **tracing the product throughout the value chain:** from the initial supply phases, through all production steps, to the final sale;
- **centralizing and standardizing processes** to be able to optimize and engineer them through a single integrated digital system;
- **controlling, managing, and optimizing production** in terms of planning, efficiency, and quality;
- managing **commercial and administrative flows** with centralized control, taking into account the various **specificities of the sales countries**.

TO CARRY OUT THIS AMBITIOUS PROJECT, WE RELIED ON AIR REPLY, A COMPANY SPECIALIZING IN THE DIGITALIZATION OF BUSINESS PROCESSES WITH EXPERIENCE IN THE MANUFACTURING SECTOR.

Air Reply proposed the **innovative Oracle NetSuite Cloud ERP** solution: the system developed has allowed us to streamline business flows and implement **detailed process management for order fulfillment**, following the entire path up to the final distribution.

The implementation of the **MES – “Manufacturing Shop Floor”** system customized for GL processes ensures **linear and intuitive production monitoring** through Totem. This MES solution allows for the immediate visualization of the sequence and status of work orders via a **simple and user-friendly control panel** and provides reporting tools for production analysis. This has allowed us to implement a “production moment” management system, guiding all operators in their tasks through the **scheduling of individual activities**, real-time **inventory control**, and **batch traceability**.

After making the system operational at our production facilities in Nepi in 2021, **in 2022, we extended it to two of our participating distributors**, thereby consolidating the transparency and traceability of products distributed in the following countries:

- Italy;
- Sweden, Norway, Denmark, Finland, and Iceland.

**In 2023, we supported our semi-finished product suppliers in Tunisia** in developing the **Oracle NetSuite management system at their production facilities**, with completion expected by 2024.



2.3 SUPPLIER QUALIFICATION

Aware that the supplier qualification process not only contributes to the quality and reliability of supplies but also to regulatory compliance, safety, and the creation of an efficient and responsive supply chain, we have developed a specific procedure within our QSA management system (PGI 09 “Supplier Evaluation”) that allows us to control the selection and monitoring methods of our suppliers.

The PGI 09 procedure applies to all suppliers whose products/services have or may have an influence on the quality of our product, safety and health in the workplace, and the company’s environmental impacts. We pay particular attention to the latter aspect, in line with our sustainability strategy, to implement targeted **control measures aimed at also monitoring indirect environmental impacts** resulting from our production process. Aware that supplier environmental qualification helps identify and mitigate potential environmental risks throughout the supply chain, we have created an **environmental questionnaire** that we submit to our suppliers to analyze the actions they take to reduce their impact.

IN 2023, WE EVALUATED 100% OF OUR NEW SUPPLIERS USING THE ENVIRONMENTAL CRITERIA ESTABLISHED IN THE ADOPTED EVALUATION TOOL.





2.4 GREAT LENGTHS PRODUCTS:  
QUALITY, SUSTAINABILITY, AND  
INNOVATION

Great Lengths professional extensions are the result of tireless work on quality, sustainability, and innovation that has continued for over 30 years.

Today, our portfolio offers hairstylists and clients a wide range of products to achieve the best performance from our extensions in terms of aesthetic results, ease of application, and durability.

Product lines	
GL Pre-bonded	designed for length, volume, or color effects, these extensions feature a support made with an innovative polymer, the result of the work of our Research and Development department.
GL Tapes	equipped with an ultra-thin adhesive, GL Tapes extensions are designed primarily for application on people with fine hair.
GL Volume	a line designed to meet the needs of people with thinning hair who want to achieve a natural thickening effect.
All Great Lengths hair bundles are handcrafted, following the guidelines of Made in Italy culture and using only <b>Remy</b> and <b>Double Drawn</b> hair, meaning hair that follows the natural direction of growth and maintains the same length from root to tip.	

Color ranges	
Natural	43 colors covering all shades of brown, blonde, and red to meet various needs and preferences.
Rooted	a range of colors characterized by dark roots transitioning to lighter tones along the lengths and ends.
Two-Tones e Piano	these color families share the blending of two different shades, a technique that creates unique chromatic effects and adds depth and highlights to the hair.
Fashion	2 unconventional colors—from pink to blue, purple to green—for those seeking a bold look.
Application machines	
Ultrasonic Touch	an innovative cold application technology that protects natural hair.
GL3200	for clean and precise thermal application without the use of melting glues or waxes.
Our extension application tools have obtained the <b>CE marking</b> for safety, health, and environmental protection, the <b>IMQ certification</b> for product quality, and certificates of conformity for import and sale in the Eurasian Customs Union countries (EAC) and in Argentina (IRAM).	
Other products	
Brushes designed for the daily care of extensions. Shampoos, conditioners, masks, styling products, and travel sets. Salon accessories, color swatches, and application tools.	



GL KERATIN

A FUNDAMENTAL STEP IN THE EVOLUTION OF OUR PRODUCTS, ACHIEVED THANKS TO THE WORK OF THE RESEARCH AND DEVELOPMENT TEAM, WAS THE DEVELOPMENT OF GL KERATIN, AN INNOVATIVE MATERIAL WE USE TO CREATE THE SUPPORT FOR OUR GL PRE-BONDED EXTENSIONS.

This is a copolymer compound whose molecular structure is very similar to that of human hair: like natural hair, the compound expands when exposed to water and contracts when it dries. Activated with specific technology, the polymer bonds the extension strands to the client's hair, allowing for a natural and durable application.

WHAT MAKES GL PRE-BONDED EXTENSIONS UNIQUE



2.5 ALWAYS GOING BEYOND:  
OUR COMMITMENT TO CONTINUOUS INNOVATION

**We consider innovation a fundamental duty for any business.** We believe that only by consistently investing in innovation can a company grow and evolve to the benefit of all its stakeholders.

Our internal **Research and Development department** is the result of this belief, as is our collaboration, renewed in 2023, with STIIMA-CNR of Biella (Institute of Intelligent Industrial Systems and Technologies for Advanced Manufacturing of the National Research Council).

Our innovations

To expand the Great Lengths catalog and offer new solutions to salons and their clients, in 2023 we worked on creating a new variation of GL Tapes products:

Natural Cut

launched on the market in early 2024, it is inspired by the natural growth of hair and designed to allow for reduced application time and optimized cutting experience. The Natural Cut expands Great Lengths' offering with two new products: GL Tapes Essenza and GL Tapes Aria.

WITH THE GOAL OF CONTINUING TO GO BEYOND, IN 2024 THE LABORATORY WILL BE ONE OF THE KEY ENVIRONMENTS IN THE ONGOING RENOVATION PROJECT. THE COMPLETION OF THE WORK WILL SEE THE EXPANSION OF SPACES DEDICATED TO R&D ACTIVITIES AND THE INTEGRATION OF NEW TECHNOLOGIES AIMED AT OPTIMIZING THE DEVELOPMENT PROCESSES OF NEW PRODUCTS AND IMPROVING EXISTING ONES.



3

# SAFETY AND WELL-BEING FOR OUR PEOPLE

## 3. SAFETY AND WELL-BEING FOR OUR PEOPLE

102

total number  
of employees

63%

employees  
are women

631

training hours  
provided during  
the year

100%

employees with  
permanent contracts

SAFETY AND WELL-BEING ARE THE TWO KEYWORDS  
OF OUR COMMITMENT TOWARD THE 102 EMPLOYEES  
OF GREAT LENGTHS, WHO EVERY DAY DEDICATE  
THEMSELVES TO THE COMPANY'S MISSION, EMBRACING  
ITS VALUES AND PURPOSES.

In 2023, our commitment to their well-being materialized through the conversion of temporary contracts into permanent ones, an increase in the average annual salary, the re-certification of the UNI ISO 45001:2018 Occupational Health and Safety Management System, and targeted training aimed at engaging every employee in the company mission and developing their skills.

During 2023, 100% of our employees were employed with permanent contracts and were covered by the national collective bargaining agreement and our Occupational Health and Safety Management System.

### EMPLOYEES BY AGE GROUP



● <30 YEARS ● 31-50 YEARS ● >50 YEARS



WORKPLACE AREAS

The Great Lengths operational headquarters, located in the industrial area of Settevene in Nepi, province of Viterbo, is structured into two separate facilities.

In the first facility (**Facility 1**), raw materials are received and stored, and the **wet processing** phases take place. These include the initial washing of the hair, meticulous first and second dyeing operations directed by our Dye Laboratory, and final treatments such as the application of conditioners and color fixatives. This facility also houses the **oven area** for drying the bundles and the **blending department**, where hair strands are meticulously mixed by hand to create a color as natural as possible, with the addition of further shades to enhance depth and natural appearance.

Also in this facility is our **internal Research & Development Laboratory**, which is committed not only to ensuring full control and improvement of the production process through constant characterization and validation of raw materials but also to researching new technologies and projects to expand our catalog.

In the other facility (**Facility 2**), the other **dry processing** phases take place. These involve a refined **stretching** process to create hair bundles of uniform length, followed by an innovative **bonding** process consisting of several phases to model various finished products. This second facility also houses the department dedicated to **packaging and shipping**, as well as the **warehouse** for finished products and **office** spaces.

DEPARTMENTS AND AREAS

FACILITY 1
Raw material storage
Sewing and carding
Dye laboratory
First dyeing
Second dyeing
Oven
Blending
Research & Development Laboratory
Workshop

FACILITY 2
Executive office
Administrative office
Commercial and marketing office
Technical office
Stretching
Machines
Quality control
Packaging and shipping
Goods warehouse and finished product storage

THE ROLES OF OUR EMPLOYEES

The roles of our employees can be divided into three main groups. The first group consists of a **diverse set of employees** who perform managerial tasks in areas such as company management, administration and accounting, relationships with suppliers, distributors, consultants, and external collaborators, as well as in Marketing, the technical sector, and Sustainability.

The second group consists of a **substantial and longstanding team of production workers**: it includes manufacturing workers involved in wet and dry processing, creating application technologies for various product lines, and quality control. This group also includes **technicians** working in our Dye Laboratory and the internal Research & Development Laboratory.

The third group is made up of **employees who provide daily services within the facilities**, such as cleaning, gardening, and warehouse management.





### 3.1 HOW WE CARE FOR OUR PEOPLE

THE HEALTH AND SAFETY OF OUR EMPLOYEES ARE A FUNDAMENTAL PRIORITY FOR GREAT LENGTHS. WITH THE AIM OF IMPLEMENTING A STRATEGY FOCUSED PRIMARILY ON PREVENTION, WE ARE COMMITTED TO CREATING A SAFE WORKING ENVIRONMENT THROUGH A SOLID AND CONSTANTLY MONITORED MANAGEMENT SYSTEM THAT APPLIES TO ALL ORDINARY AND EXTRAORDINARY WORK ACTIVITIES AND INVOLVES ALL PERSONNEL WHO HAVE ACCESS TO THE WORKPLACES, INCLUDING CONTRACTORS, SUPPLIERS, AND VISITORS.

This is a translation of the certificate IT14/1118

The management system of

**Great Lengths S.p.A. Società Benefit**

Via Piemonte, 39 00187 ROMA Italia

has been assessed and certified as meeting the requirements of  
**ISO 45001:2018**

For the following activities  
Human hair processing for the manufacture of hair extensions.

IAF Sector: 04

This certificate is valid from 06 December 2023 until 05 December 2026 and remains valid subject to satisfactory surveillance audits.  
Issue 6. Certified since 08 December 2020

Certified activities performed by additional sites are listed on subsequent pages.  
This organization was previously certified to OHSAS 18001 since 06 December 2011  
Last certificate expiry date 05 December 2023.  
Recertification audit date 28 November 2023.



Authorised by  
Paola Santarelli

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THE OCCUPATIONAL HEALTH AND SAFETY  
MANAGEMENT SYSTEM

THE GREAT LENGTHS RISK MANAGEMENT POLICY PRIMARILY  
FOLLOWS THE PRINCIPLE OF HAZARD ELIMINATION. WHEN  
THIS IS NOT POSSIBLE, WE AIM TO REDUCE THE IDENTIFIED  
RISK AND CONTROL THE REMAINING RISK.

Our Management System includes:

- **Risk assessments<sup>4</sup>**, conducted according to the methods outlined in the dedicated procedure (PGI 19 of our Management System), leading to the drafting of the **Risk Assessment Document (DVR)**, which is periodically updated;
- operational audits, performed regularly to monitor the correct application of safety measures and control residual risks, i.e., risks that remain after safety measures have been implemented. Specifically, our company conducts **4 operational audits per year**, to ensure the control of all relevant aspects of the Management System, make necessary corrections in a timely manner, and provide sufficient data for System Review. The operational audits involve the Safety Supervisors of various departments, and at least one audit per year is conducted with the Workers' Safety Representative.

<sup>4</sup> According to Legislative Decree 81/08 and subsequent amendments and additions.

<sup>5</sup> PGI 19, "Identification of Hazards and Risk Assessment," defines the criteria, responsibilities, and procedures for identifying hazards and for analyzing and controlling risks. These procedures aim to ensure that hazard identification, risk assessment, and control are part of an ongoing process, and that the results of these assessments and the outcomes of these controls are always considered when drafting the objectives of the Occupational Health and Safety Management System.

We ensure the proper conduct of these activities by employing **highly competent and qualified external professionals who have served as RSPP** (Responsible for the Prevention and Protection Service) **and ASPP** (Addressees of the Prevention and Protection Service), since **2017** and have thus developed a deep and detailed knowledge of all company aspects that may have significant safety impacts.

To ensure an adequate level of employee protection in terms of **First Aid** and **Fire Safety**, the company has appointed two distinct emergency teams for each topic, **one for each facility, composed of a significant number of specially trained and qualified internal staff.**

Additionally, to ensure compliance with regulations, the company has appointed a **Safety Supervisor for each individual department.**

The activities of these resources, along with self-monitoring by workers, form the first level of safety monitoring. The second level is overseen by the Supervisory Body, which is responsible for checking and verifying that the Management System is always respected and updated when necessary. Additionally, the Supervisory Body regularly receives copies of the occupational health and safety reports.



## IMPROVEMENT PLANS

Improvement measures are defined based on the results of the risk assessment and the observations made during periodic meetings, audits, and management reviews related to the management system.



The improvement plan not only includes a description of the measure to be adopted but also details the implementation methods, the responsible parties, the expected date, and the actual completion date.



Finally, the program is reviewed by the employer and company management, who verify its compliance with company policy, make any necessary modifications according to priority, and approve it.

## IMPROVEMENT PROGRAMS AND ACCIDENT MANAGEMENT

To ensure compliance with current regulations regarding accident management, **we have developed a specific operating instruction** (IO04-01 Management of accidents and incidents) that applies both in the event of incidents that caused injuries and in cases of hazards without consequences for employees (near-misses).

The operating instruction outlines how we conduct cause analysis, incident management, and the adoption of corrective and preventive actions, as well as the preparation of statistical data on accidents by the Management System Manager and the procedures for reporting to INAIL.

**No injuries have occurred in the company since 2019**

**In 2023, 1 near-miss was recorded**



## EMPLOYEE INVOLVEMENT

**We encourage all employees to suggest improvements and report issues** and we want them to feel **free to express their observations without fear** of repercussions. To this end, we are committed to sharing publications, information, and technical documents (policies, procedures, operating instructions, etc.), and during meetings and training sessions, we raise awareness of safety issues and the impacts of our activities.

In practical terms, employees can report issues as needed using a specific form, but also during training activities, safety operational audits, internal audits, inspections by the Competent Doctor, as well as during meetings and annual reviews. Employee participation is also encouraged through the activities of the Workers' Safety Representative and the Safety Supervisors in each department.



OUR COMMITMENT TO  
PROMOTING A CULTURE OF  
HEALTH AND SAFETY AT WORK

IN 2023, WE COLLABORATED WITH TWO OF GL'S SUPPLY CHAIN ACTORS, BOTH SEMI-FINISHED PRODUCT SUPPLIERS, TO SUPPORT THEM IN OPTIMIZING THEIR RISK ANALYSIS AND EVALUATION PROCESSES RELATED TO THEIR FACILITIES. WE PROVIDED CONCRETE SUPPORT THROUGH ECONOMIC RESOURCES AND TECHNICAL EXPERTISE TO COMPLETE THESE STUDIES.

3.2 TRAINING ACTIVITIES

Great Lengths continuously invests in the development and updating of its employees' skills. Each year, a **program of activities** is drawn up to meet the various **needs for information, training, and instruction**. We encourage our employees to participate in specific internal and/or external **courses** and ensure **periods of mentoring by more experienced staff** for a set period of time.

In 2023, 631 hours of training were provided, averaging approximately 6 hours per employee.

Our employees were involved in various technical and informational meetings. As usual, the **beginning-of-year meeting** was held to describe the **results** of the 2022 company **objectives** and to present the new objectives and company **policy** for 2023.

In December 2023, the company promoted specific **meetings focused on understanding sustainability issues**, both in general and in their application within the company's business strategy. The workshops particularly addressed the content of the 2022 Impact Report, the presentation of the new volunteering policy, and an opportunity for discussion on sustainability, with the sharing of proposals directly from employees. This moment provided insights and dialogue on possible new initiatives and strategies to be implemented.

Throughout the year, training sessions were held on the **technical skills** required of specific department workers and **updates** on specific production processes, such as the management of storage in the new sewing department, chemical product handling, and container traceability.

TO ASSESS THE EFFECTIVENESS OF ACTIVITIES, WE USE FIELD BEHAVIOR CHECKS OR QUESTIONNAIRES, IN ADDITION TO ANALYZING THE RESULTS OBTAINED DURING THE MANAGEMENT REVIEW.



### 3.3 WELFARE INITIATIVES

**DURING 2023, GREAT LENGTHS CONFIRMED ITS COMMITMENT TO THE WELL-BEING OF ITS EMPLOYEES THROUGH WELFARE INITIATIVES THAT AIM TO IMPROVE THE QUALITY OF LIFE OF OUR PEOPLE.**

#### INCOME SUPPORT INITIATIVES

To support employees and their families, especially during critical times, we have implemented various income support initiatives over the years.

**Since 2021**, we have provided all employees with **meal vouchers worth €5 for each working day**, according to the specific guidelines shared with the workforce.

Nel **2022**, due to the significant increase in fuel prices, we granted **fuel vouchers worth €200 per person**.<sup>6</sup>

In **December 2023**, considering the decrease in purchasing power due to the ongoing conflict between Russia and Ukraine, we provided 96% of employees with a **€100 voucher** that could be used in various commercial activities and online platforms.

All communications regarding income support initiatives are shared with employees through the DocJob platform, a tool that helps employees understand the benefits provided through **clear, transparent, and accessible communication**.

**In accordance with the provisions of the national collective labor agreement (CCNL) for the textile industry, all our employees benefit from an integrated healthcare plan provided through the Sanimoda Fund. The company fully covers the contributions, thus ensuring an additional level of protection for workers' well-being.**

<sup>6</sup> Pursuant to Article 2 of Legislative Decree 21/2022, converted into Law No. 525/2022.

### 3.4 ALWAYS GOING BEYOND: UPCOMING INITIATIVES FOR OUR PEOPLE

**WE LOOK TO THE FUTURE WITH THE AWARENESS THAT THE SUCCESS OF A COMPANY IS ALSO MEASURED BY THE LEVEL OF WELL-BEING OF ITS EMPLOYEES, BY HOW PROTECTED, VALUED, AND SUPPORTED THEY FEEL IN THEIR DAILY LIVES, BOTH INSIDE AND OUTSIDE THE WORKPLACE.**

Therefore, even in 2024, our efforts will be aimed at generating a positive impact on our people.

The ongoing renovation project is also intended to improve employee well-being by optimizing the layout of company spaces: in particular, the end of the work will see the completion of a significant expansion and renewal of the break area and the modernization of bathrooms and changing rooms. The entire project has been designed to make the various production departments more functional, optimizing spaces and connections for the necessary movement of people and products.

**AMONG OUR GOALS FOR 2024 IS TO PROVIDE SUPPLEMENTARY TRAINING ON TECHNICAL AND SPECIALIZED SKILLS DIFFERENT FROM STANDARD UPDATES, ALSO AIMED AT PROFESSIONAL CERTIFICATION TO PROMOTE THE GROWTH OF OUR EMPLOYEES.**

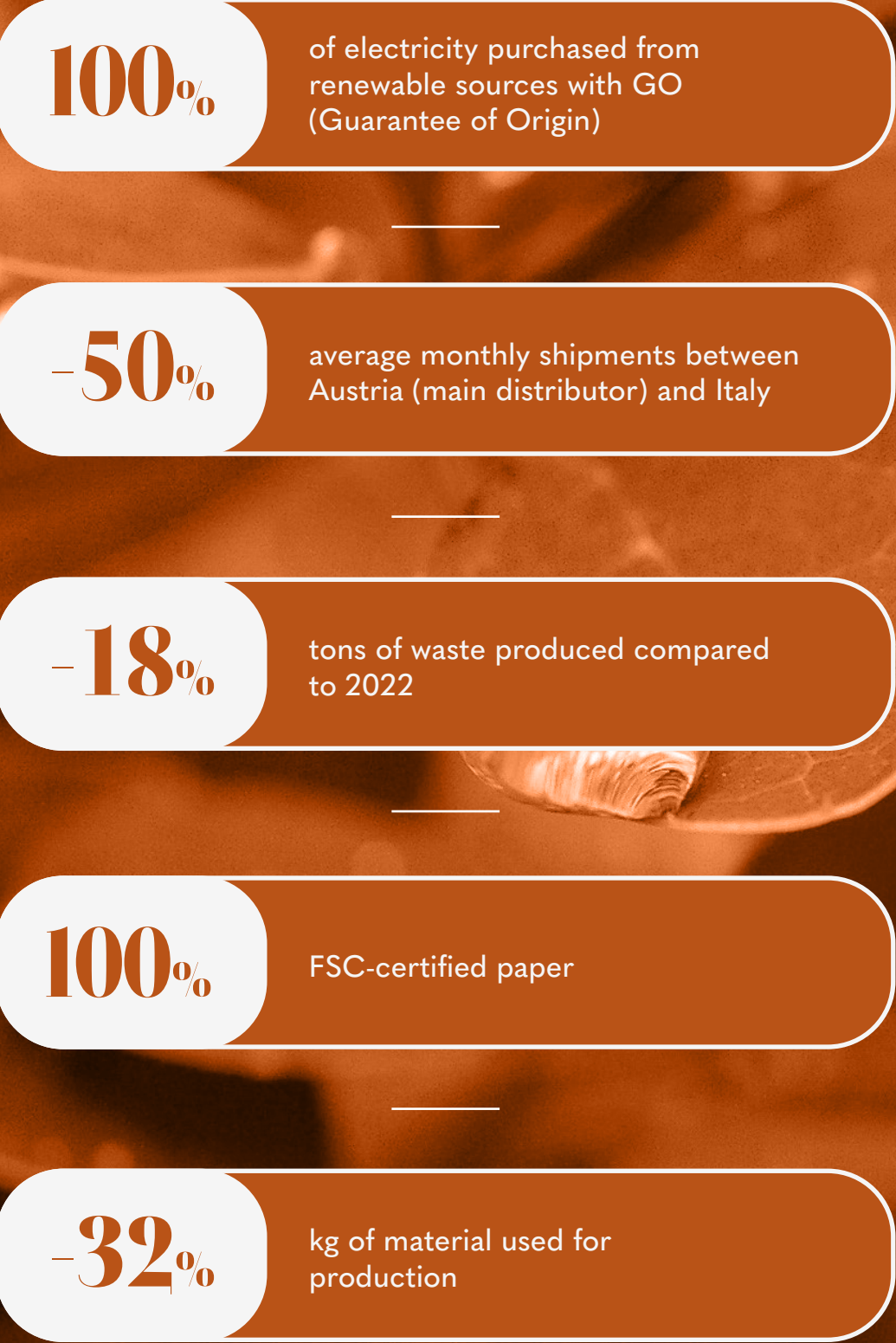




4

OUR COMMITMENT  
TO ENVIRONMENTAL  
PROTECTION





ENVIRONMENTAL CONSCIOUSNESS HAS ALWAYS BEEN A CENTRAL ELEMENT OF OUR VISION, AND TO BEST DIRECT OUR EFFORTS, WE HAVE ADOPTED AN ENVIRONMENTAL MANAGEMENT SYSTEM CERTIFIED ACCORDING TO UNI EN ISO 14001:2015, AIMED AT MONITORING AND REDUCING OUR IMPACT.

FOLLOWING THE SIGNIFICANT IMPROVEMENTS MADE TO THE PRODUCTION PROCESS, IN 2022, WE ALSO RENEWED OUR SINGLE ENVIRONMENTAL AUTHORIZATION (AUA), ALIGNED WITH THE CORPORATE RENOVATION PROJECT.

Aware that the current global context requires companies to maintain a continuous commitment to sustainability, during 2023, we carried out various projects aimed at the **responsible use of natural resources, with particular attention to reducing water usage, energy consumption, and emissions.**

IN ADDITION TO REDUCING THE ENVIRONMENTAL IMPACT OF OUR ACTIVITIES, WE HAVE FOCUSED ON PROMOTING SUSTAINABLE PRACTICES THROUGHOUT OUR VALUE CHAIN, INVOLVING OUR DISTRIBUTORS AND FORGING MEANINGFUL PARTNERSHIPS.



This is a translation of the certificate IT17/1110

The management system of

# Great Lengths S.p.A. Società Benefit

Via Piemonte, 39 00187 ROMA Italia

has been assessed and certified as meeting the requirements of

## ISO 14001:2015

For the following activities

Human hair processing for the manufacture of hair extensions through the processes of dyeing, blending, aligning bonding and packaging.

IAF Sector: 04

This certificate is valid from 11 January 2024 until 27 December 2026 and remains valid subject to satisfactory surveillance audits.

Issue 6. Certified since 27 December 2017

Certified activities performed by additional sites are listed on subsequent pages.

Assessed in accordance with the provisions of the Accredia Technical Regulation RT-09.

Last certificate expiry date 27 December 2023.

Recertification audit date 14 December 2023.



Authorised by

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MS 0015

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## 4.1 WATER CONSUMPTION MANAGEMENT

DURING 2023, 3,051 M<sup>3</sup> OF WATER WAS DISCHARGED: SPECIFICALLY, 1,780 M<sup>3</sup>, CORRESPONDING TO ABOUT 60% OF THE TOTAL, CAME FROM WATER USED IN PRODUCTION PROCESSES AND WAS CLASSIFIED AS SPECIAL WASTE; THE REMAINING 1,270 M<sup>3</sup> WAS ESTIMATED AS CORRESPONDING TO OUR SANITARY WATER CONSUMPTION.

Our primary water source is the consortium aqueduct. To assess our impact in sensitive areas, Great Lengths used the water stress indicator provided by the Aqueduct Water Risk Atlas tool from the World Resources Institute. This analysis showed that **the company does not operate in areas subject to water stress.**

**Over the years, we have paid particular attention to managing water resources:** aware that our production process requires significant water consumption, we have implemented various actions aimed at reducing and containing its use in the medium to long term.

**IN 2023, WE ACHIEVED A SIGNIFICANT MILESTONE IN WATER CONSUMPTION MANAGEMENT WITH THE IMPLEMENTATION OF AN INNOVATIVE WASTEWATER TREATMENT PLANT, DESIGNED TO RECOVER WATER FROM THE WET PROCESSING STAGES.**

**THANKS TO AN ADVANCED TREATMENT SYSTEM, THE PLANT REGENERATES WASTEWATER, MAKING IT REUSABLE IN PRODUCTION PROCESSES, THUS ALLOWING A SIGNIFICANT SAVING OF WATER RESOURCES.**

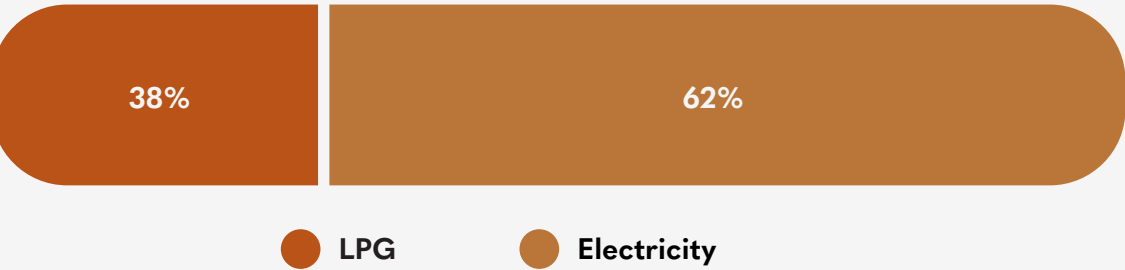


4.2 ENERGY CONSUMPTION  
AND EMISSIONS MANAGEMENT

IN 2023, A TOTAL OF 4.357 GJ OF ENERGY WAS CONSUMED

62% of energy consumption consisted of electricity used for production processes, the cooling and heating system, and lighting; 100% of the electricity used came from renewable sources with a Guarantee of Origin. 38% consisted of LPG consumption for the heating system and the production of process hot water.

ENERGY CONSUMPTION



ENERGY EFFICIENCY

THE COMPANY PERIODICALLY INVESTS IN MODERNIZING ITS PRODUCTION FACILITIES AND IMPLEMENTING NEW TECHNOLOGIES TO INCREASE ENERGY EFFICIENCY IN THE PRODUCTION PROCESS.

THE RESULTS OF OUR CONSUMPTION MONITORING SHOW THAT **OUR GREATEST ENERGY IMPACT COMES FROM THE CONSUMPTION OF ELECTRICITY**, WHICH WE PURCHASED ONLY FROM **RENEWABLE SOURCES**.

DURING 2023, WE HAVE IMPLEMENTED ACTIONS AIMED AT **FURTHER IMPROVING OUR PERFORMANCE IN TERMS OF ENERGY EFFICIENCY** BY TAKING MANAGEMENT OF THE PORTION OF CONSUMPTION DERIVING FROM THE USE OF LPG.

AS PART OF THE COMPANY RESTRUCTURING WE HAVE REPLACED THE LPG-POWERED THERMAL POWER PLANT WITH A **NEW-GENERATION THERMAL POWER PLANT** WHICH, SUPPORTED BY A SOLAR THERMAL SYSTEM, ALLOWS US TO PRODUCE PROCESS FLUIDS AND HOT WATER FOR THE AIR CONDITIONING SYSTEM WITH A LOWER ENERGY IMPACT.



CARBON FOOTPRINT

Great Lengths calculated a baseline of its greenhouse gas emissions in terms of tons of CO2 equivalent, in line with the GHG Protocol corporate standard and GRI.

During 2023, 325,78 tons CO2eq (location-based method)<sup>7</sup> and 106,60 tons CO2eq (market-based method) were produced, calculated as the sum of direct Scope 1<sup>8</sup> and indirect Scope 2<sup>9</sup> emissions with both approaches in line with GRI Standards.

Specifically, according to the market-based method, 100% of emissions are attributable to the use of fuels (Scope 1) while emissions attributable to electricity consumption (Scope 2) are zero as it comes entirely from renewable sources.

<sup>7</sup>The location-based method reflects the average greenhouse gas emissions intensity of the grids where energy consumption occurs, primarily using the average emission factor data of the national grid. The market-based method reflects the emissions produced by the electricity that an organization has specifically chosen (or not chosen). In emissions accounting, the location-based model considers the energy mix of the local electricity grid to calculate emissions associated with electricity consumption, while the market-based model uses data from chosen energy suppliers (such as green energy certifications) to determine emissions.

The main difference lies in the emissions calculation method related to the energy source used. If the electricity consumed comes entirely from certified renewable sources, such as wind, solar, or hydroelectric power, the market-based method considers the emissions to be zero for that specific portion of energy consumption. This is possible because the market-based approach relies on the choice of energy providers and certifications, such as Guarantees of Origin (GO) in Europe or Renewable Energy Certificates (RECs) in the United States, which confirm that the energy is produced from renewable sources.

<sup>8</sup>Scope 1: According to the GHG Protocol, this term identifies emissions that are under the direct control of the organization and are generated within its boundaries. This category includes emissions from the consumption of fuels—such as natural gas or diesel—used for heating and energy production, emissions related to the vehicle fleet, and emissions due to gas leaks from refrigeration systems.

<sup>9</sup>Scope 2: According to the GHG Protocol, this term identifies indirect greenhouse gas emissions resulting from purchased energy, whether electric or thermal, generated outside the company's boundaries and consumed internally.

CARBON FOOTPRINT GHG EMISSION  
REDUCTION STRATEGY THROUGHOUT THE  
VALUE CHAIN

Since 2021, we have had an emissions reduction strategy related to transportation, based on direct collaboration with our distributors.

After a phase of support in **optimizing their stock replenishment policies**, in 2023, we achieved concrete results with our main distributor, based in Austria, and **halved the average number of monthly shipments** compared to 2022, significantly reducing trips between Austria and Italy.

Additionally, we joined DHL's GoGreen Plus project to **reduce carbon emissions related to international shipments** through the use of **Sustainable Aviation Fuel (SAF)**, an alternative fuel made from industrial, vegetable, and domestic waste.

By choosing the **GoGreen Plus** service, it is also possible to consult analysis reports provided by DHL, monitor results, and analyze the effectiveness of the project. The data contained in these reports are verified by third-party certification body SGS (Société Générale de Surveillance), ensuring their accuracy and reliability.



4.3 WASTE MANAGEMENT

The management of special waste is governed by our Environmental Management System, which outlines how to safely dispose of it. We analyze the production process that generates waste, characterize it, and, when necessary, rely on accredited laboratories to conduct chemical analyses and identify any hazard codes.

IN 2023, THE COMPANY PRODUCED APPROXIMATELY 16 TONS OF WASTE, A SLIGHT DECREASE OF 18% COMPARED TO 2022<sup>10</sup>.

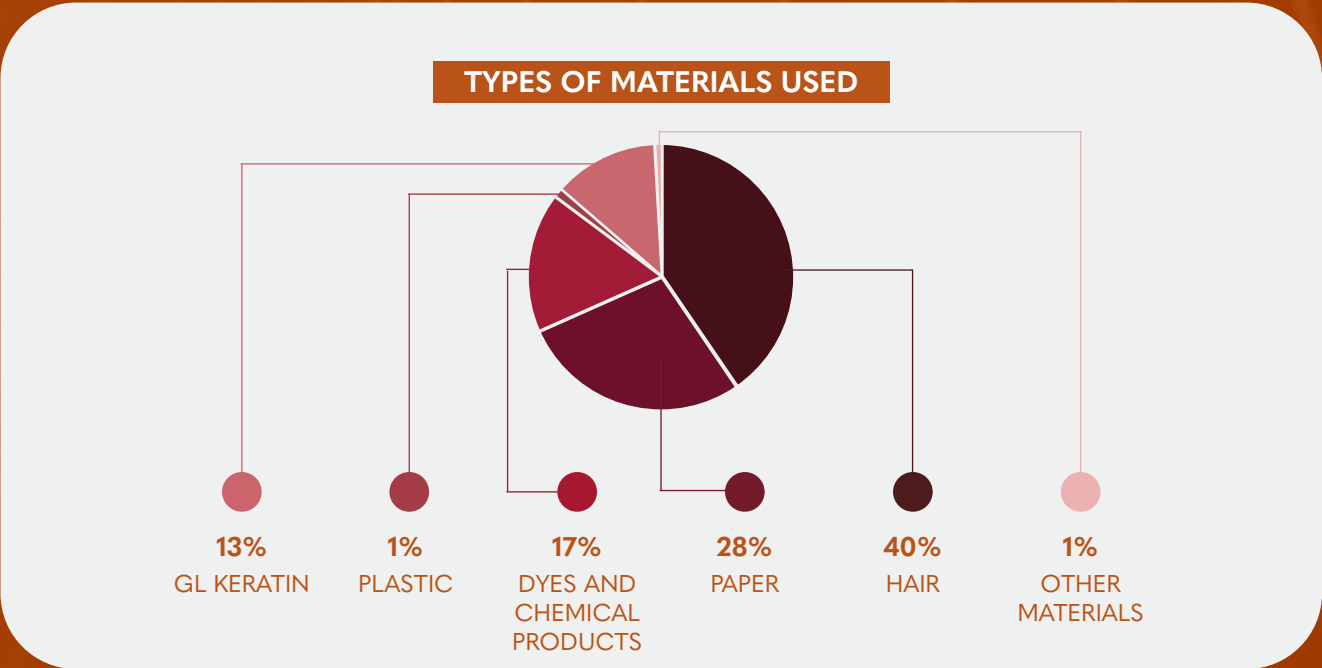
In 2023, the main types of waste generated during the production cycle were those derived from paper, plastic, and mixed packaging (accounting for 60%), with a 35% decrease from 2022, while a smaller share came from hazardous waste (4%), including packaging containing residues of hazardous substances, absorbents, filtering materials, fluorescent tubes, and other waste containing mercury.

THE CHARACTERIZED WASTE IS RECORDED IN OUR INTERNAL REGISTER, WHICH INCLUDES INFORMATION ABOUT AUTHORIZED TRANSPORTERS AND DISPOSERS, WITH RELEVANT REFERENCES AND VALIDITY OF AUTHORIZATIONS. WE ALSO MAINTAIN A WASTE LOAD AND UNLOAD REGISTER IN COMPLIANCE WITH CURRENT REGULATIONS.

<sup>10</sup> In this calculation, production wastewater is not included as it is reported in paragraph [4.2 Energy Consumption and Emissions Management](#).

4.4 MATERIALS USED

IN 2023, THE COMPANY USED APPROXIMATELY 21.5 TONS OF MATERIAL, BOTH RENEWABLE AND NON-RENEWABLE, WITH A 33% REDUCTION COMPARED TO 2022. OF THE NON-RENEWABLE MATERIALS, 0.41% CAME FROM RECYCLING PROCESSES, AN INCREASE COMPARED TO 2022.





## 4.5 PACKAGING SUSTAINABILITY

Beyond natural raw materials, the primary consumption of materials is related to product packaging. For this reason, careful management of such consumption is a key focus for Great Lengths in its program for the progressive optimization and rationalization of material usage.

**OVER THE YEARS, OUR COMMITMENT TO REDUCING ENVIRONMENTAL IMPACT HAS LED US TO REVISE OUR PACKAGING WITH A FOCUS ON SUSTAINABILITY.**

**WE MADE GL TAPES EXTENSION PACKAGING 100% RECYCLABLE, PRODUCED FROM FSC®-CERTIFIED PAPER SOURCED FROM SUSTAINABLE ORIGINS AND CELLULOSE ACETATE, A FULLY BIODEGRADABLE MATERIAL.**

**FOR THE PLASTIC BLISTER, WE CHOSE TO USE 85% RECYCLED PET.**

**THE GL POUCHES USED TO PROTECT OUR EXTENSIONS DURING SHIPPING ARE ALSO MADE FROM FSC® PAPER AND CELLULOSE ACETATE AND CAN BE REUSED IN SALONS TO STORE ACCESSORIES.**

**IN 2022, WE ALSO MADE THE SHOPPER BAGS AND GIFT BOXES FOR SALONS FOR THE SALE OF ACCESSORIES AND GREAT LENGTHS PRODUCTS 100% RECYCLABLE.**

**THE IMPROVEMENT PATH WE HAVE PURSUED OVER TIME HAS ENABLED US TO IMPLEMENT A STRUCTURED PROCESS FOR THE CREATION OF PACKAGING FOR NEW PRODUCTS.**

Today, alongside the creation of new products by our Research and Development department, the Marketing department designs packaging following precise sustainability guidelines, including:

- prioritizing paper as a material for packaging;
- prioritizing suppliers who guarantee product certifications, such as the FSC® mark;
- prioritizing cellulose acetate for creating transparent elements to ensure product visibility without compromising recyclability.







4.6 ALWAYS GOING BEYOND:  
FUTURE ACTIONS FOR ENVIRONMENTAL PROTECTION

OUR COMMITMENT TO ENVIRONMENTAL PROTECTION WILL CONTINUE IN 2024, WHEN WE WILL PROCEED WITH THE

**IMPLEMENTATION OF A PHOTOVOLTAIC SYSTEM**

THAT WILL ALLOW US TO ACHIEVE PARTIAL ENERGY AUTONOMY.



ANOTHER GOAL FOR 2024 WILL BE TO

**MONITOR THE RESULTS OF THE WASTEWATER TREATMENT PLANT**

BY ANALYZING THE REDUCTION IN DISCHARGES COMPARED TO THE YEARS PRIOR TO ITS IMPLEMENTATION, IN ORDER TO EVALUATE ITS EFFICIENCY AND MAKE ANY NECESSARY IMPROVEMENTS.





5

# OUR COMMITMENT TO SOCIAL WELL-BEING



FOR US AT GREAT LENGTHS,  
GROWING SUSTAINABLY MEANS  
ACTING CONCRETELY FOR THE  
WELL-BEING OF ALL THE PEOPLE WE  
ENCOUNTER ALONG OUR VALUE  
CHAIN AND ALL THE COMMUNITIES  
WE COME INTO CONTACT WITH.

100%

of salons using our  
products are Great  
Lengths certified

16hours

of volunteer work  
offered annually to  
each employee

10

causes supported  
during the year  
through donations  
and active  
partnerships

In this chapter, we provide information and data related to our commitment to social well-being, focusing on how we care for our customers and the actions taken to support our reference communities and the causes we believe in.

5.1 HOW WE CARE FOR  
OUR CUSTOMERS

OUR RELATIONSHIP WITH OUR CUSTOMERS HAS ALWAYS BEEN CHARACTERIZED BY CLOSENESS AND SHARING, VALUES THAT ARE CLEARLY EVIDENT IN OUR ASSISTANCE PROCESSES, SUCH AS COMPLAINT MANAGEMENT, AND IN POLICIES IMPLEMENTED TO CREATE VALUE, SUCH AS THE GREAT LENGTHS CERTIFICATION FOR SALONS.

THE GREAT LENGTHS CERTIFICATION FOR SALONS

We believe that ensuring quality also means **following the entire life cycle of our products**. For this reason, we do not stop at the commercialization of our extensions but have developed a **certification process** for salons that use them.

The Great Lengths certification is managed by local distributors with our support and coordination and creates value for all stakeholders involved: it offers salons skill development and a competitive advantage in the market and serves as a safety guarantee for the end consumer, who benefits from not only a quality product but also the expertise of those who apply it.

The certification process involves participation in a **training course**<sup>11</sup> where hairdressers acquire all the necessary knowledge and best practices to achieve the highest possible performance.

<sup>11</sup> <https://www.greatlengths.com/become-a-certified-salon>



## COMPLAINT MANAGEMENT

The adoption of the certified quality management system (UNI EN ISO 9001:2015) has also led us to focus on complaint management, which now follows a **streamlined process** and ensures our customers have a **simple communication method**.

**EACH GREAT LENGTHS CERTIFIED SALON HAS ITS LOCAL DISTRIBUTOR AS A POINT OF REFERENCE, AND EACH DISTRIBUTOR COMMUNICATES DIRECTLY WITH THE PRODUCTION FACILITY.**

Complaints are handled by the **Research and Development Laboratory**, which **carries out all necessary analyses** on the product in question using specific technological tools, such as a scanning electron microscope (SEM) for morphological analyses, a dynamometer for mechanical property characterization, and a spectrophotometer for color analysis.

MOREOVER, TO ALLOW ALL STAKEHOLDERS THE OPPORTUNITY TO COMMUNICATE DIRECTLY WITH OUR PRODUCTION FACILITIES, WE HAVE PROVIDED A SPECIAL CONTACT FORM ON OUR COMPANY WEBSITE.<sup>12</sup>

<sup>12</sup><https://www.greatlengths.com/contact-us>

This is a translation of the certificate IT15/0566

The management system of

## Great Lengths S.p.A. Società Benefit

Via Piemonte, 39 00187 ROMA Italia

has been assessed and certified as meeting the requirements of  
**ISO 9001:2015**

For the following activities  
Design and manufacturing of human hair extensions.

IAF Sector: 04

This certificate is valid from 27 July 2024 until 27 July 2027 and remains valid subject to satisfactory surveillance audits.

Issue 6. Certified since 27 July 2015

Certified activities performed by additional sites are listed on subsequent pages.



Authorised by

Paola Santarelli

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IN 2023, GREAT LENGTHS CARRIED OUT NUMEROUS INITIATIVES TO SUPPORT SOCIAL WELL-BEING AT LOCAL, NATIONAL, AND INTERNATIONAL LEVELS, SUPPORTING NON-PROFIT ORGANIZATIONS AND DIRECTLY INVOLVING OUR PEOPLE ON THE FRONT LINE.

### PROMOTING VOLUNTEERISM

In 2023, we launched a new policy that allows each employee to dedicate **16 hours per year to volunteer activities**, recognized as extra paid leave.

To ensure that all employees understood the initiative and to explain the details clearly, we organized a roundtable discussion with our Chief Operating Officer.

**In December 2023, we already saw a positive response.** Specifically, 8 hours of volunteer work were carried out at the National Animal Protection Agency (ENPA) in Viterbo.

We consider this program an important step in the company's journey, and we will continue to monitor and improve the policy, **aiming to involve more employees and increase the positive impact on the community.**

### SUPPORT FOR LOCAL COMMUNITIES

**EVERY YEAR, WE RENEW OUR COMMITMENT TO SUPPORTING LOCAL COMMUNITIES THROUGH SUPPORT FOR NON-PROFIT ORGANIZATIONS ACTIVE IN OUR REFERENCE AREA.**

In 2023, we made donations to five different local organizations:

- **Viterbo Clean Up**, a volunteer association committed to the urban and environmental redevelopment of Viterbo and its province.
- **Red Cross Committee of Nepi, Castel S. Elia, and Monterosi**, active in the area since 1996 with about 100 volunteers.
- **Pro Loco of Nepi**, which organizes recreational activities, promotes local culture, and collaborates with the municipal administration and local third-sector organizations.
- **Legambiente Lake Vico Circle**, a local branch of the well-known environmental association, active in the area for thirty years.
- **National Firefighters Association**, supported with a donation on the occasion of the Santa Barbara celebration.



**THE CAUSES SUPPORTED**

**COMBATING GENDER-BASED VIOLENCE**

We consider combating gender-based violence an absolute priority in today's society. For this reason, we have chosen to support **DONNEXSTRADA**, an association focused on gender-based violence and women's safety in public spaces through initiatives such as: creating a network of safe places (the Purple Points); providing psychological and legal support to victims of violence; and conducting awareness, training, and education projects on the topic.

**PROTECTING CHILDREN'S RIGHTS**

Ensuring a future for every girl and boy has been the mission of **Save the Children** for over 100 years. Today, the activities of this NGO are still extremely important for **offering children worldwide access to fundamental rights** such as medical care and education. This is why Save the Children is one of the organizations we have chosen to support.

**SUPPORTING THE WELL-BEING OF THE SICK**

As is known, some cancer treatments can lead to hair loss. As a company specializing in the production of hair extensions, we felt it was our duty to intervene in this issue, and we chose to do so by supporting the activities of the **Little Princess Trust**, which donates natural wigs to children and young people who have lost their hair due to cancer or other illnesses. We support the mission of Little Princess Trust through financial **donations and by encouraging the donation of extensions removed in certified Great Lengths salons**. Starting from 42 donations in 2021, we have seen the number of donations grow each year: 185 in 2022 and 290 in 2023.

**PROTECTING THE OCEANS**

Every year, our oceans are polluted by tons of plastic. To limit the consequences of this phenomenon, which has devastating effects on marine ecosystems and human health, we have chosen to support the activities of **The Ocean Cleanup**, a non-profit foundation specializing in developing **technologies to rid the oceans of plastic**.

**5.2 ALWAYS GOING BEYOND:  
OUR SOCIAL COMMITMENT FOR 2024**

**BUILDING ON THE ACTIVITIES CARRIED OUT IN 2023, WE INTEND TO FURTHER PROMOTE OUR VOLUNTEER PROGRAM DURING THE NEXT YEAR, ENCOURAGING EMPLOYEE PARTICIPATION THROUGH EVENTS ORGANIZED BY THE NEW SUSTAINABILITY DEPARTMENT.**

**We will also continue to support both local associations and those engaged in broader projects.**

In particular, we will be a sponsor of the second edition of IMPOSSIBILE, a biennial event-dialogue organized by Save the Children and dedicated to protecting children's rights and adolescents. Additionally, we will continue to support associations that collect and donate hair for people affected by illnesses.

Finally, we plan to initiate partnerships with universities in the Lazio region to generate a positive impact on youth and research.

**WITH REGARD TO ACTIONS SUPPORTING OUR CUSTOMERS, IN 2024 WE WILL SUBMIT OUR QUALITY MANAGEMENT SYSTEM FOR RECERTIFICATION.**





6

# GRI TABLES



MACRO-AREA	MATERIAL TOPICS	GRI
Governance	Ethics and integrity	205 Anti-Corruption 2016
Value Chain Development	Evolution in the Value Chain	308 Supplier Environmental Assessment 2016
Environmental Responsibility	Water consumption management	303 Water and water discharge 2018
	Energy consumption and emissions	302 Energy 2016
		305 Emissions 2016
	Waste management	306 Waste 2020
	Responsible product and packaging	301 Materials 2016
Responsibility towards People	Diversity, inclusion, and equal opportunity	405 Diversity and equal opportunity 2016
	Workers well-being	403 Occupational health and safety 2018
	Workers development	404 Training and education 2016
Social Responsibility	Customers well-being and satisfaction	417 Marketing and labeling 2016
	Community support and involvement	413 Local communities 2016

PEOPLE

Table 1. GRI 2-7: Distribution of employees by contract type in Italy

CONTRACT TYPE	as of Dec 31, 2022			as of Dec 31, 2023		
	Men	Women	Total per category	Men	Women	Total per category
Permanent	33	69	102	37	65	102
Temporary	-	-	-	-	-	-
Total by gender	33	69	102	37	65	102

Table 2. GRI 2-7: Distribution of employees by employment type and gender

EMPLOYMENT TYPE	as of Dec 31, 2022			as of Dec 31, 2023		
	Men	Women	Total per category	Men	Women	Total per category
Full time	32	68	100	36	64	100
Part time	1	1	2	1	1	2
Total by gender	33	69	102	37	65	102

Table 3. GRI 405-1: Distribution of employees by gender, age, and category

CATEGORY	as of Dec 31, 2022					as of Dec 31, 2023				
	Men	%	Women	%	Total	Men	%	Women	%	Total
Executives	1	100%	-	0%	1	1	100%	-	0%	1
Managers	4	67%	2	33%	6	4	67%	2	33%	6
Employees	4	44%	5	56%	9	5	56%	4	44%	9
Workers	24	28%	62	72%	86	28	33%	58	67%	86
Total	11	11%	61	60%	102	38	37%	64	63%	102



Category	as of Dec 31, 2022							as of Dec 31, 2023						
	Men							Women						
	≤30 years	%	31-50 years	%	>50 years	%	Total	≤30 years	%	31-50 years	%	>50 years	%	Total
Executives	-	0%	1	100%	-	0%	1	-	0%	1	100%	-	0%	1
Managers	-	0%	4	67%	2	33%	6	-	0%	3	50%	3	50%	6
Employees	4	44%	5	56%	-	0%	9	2	22%	7	88%	-	0%	8
Workers	7	8%	51	59%	28	33%	86	6	0%	53	62%	27	31%	86
Total	11	11%	61	60%	30	29%	102	8	8%	64	63%	30	29%	102

**Table 4. GRI 405-1: Distribution of Board of Directors by gender and age**

as of Dec 31, 2022 and 2023															
CATEGORY	Men							Women							
	≤30 years	%	31-50 years	%	>50 years	%	Total	≤30 years	%	31-50 years	%	>50 years	%	Total	
BoD	-	0%	2	67%	1	33%	3	-	0%	-	0%	-	0%	0	
Total	-	0%	2	67%	1	33%	3	-	0%	-	0%	-	0%	0	

**Table 5. GRI 405-1: Distribution of personnel belonging to protected categories by category and gender**

CATEGORY	as of Dec 31, 2022					as of Dec 31, 2023				
	Men	%	Women	%	Total	Men	%	Women	%	Total
Executives	-	0%	-	0%	-	-	0%	-	0%	-
Managers	-	0%	-	0%	-	-	0%	-	0%	-
Employees	-	0%	-	0%	-	-	0%	-	0%	-
Workers	4	67%	2	33%	6	4	67%	3	33%	7
Total	4	67%	2	33%	6	4	57%	3	43%	7

**Table 6. GRI 404-1: Average training hours per person by category and gender**

CATEGORY	as of Dec 31, 2022						as of Dec 31, 2023					
	Men		Women		Avg	Total	Men		Women		Avg	Total
	Hours	Avg per person	Hours	Media pro capite	Avg per person	Hours	Hours	Avg per person	Hours	Avg per person	Hours per person	Hours
Executives	-	-	-	-	-	-	6	6	-	-	6	6
Managers	8	2	-	-	1,3	8	29	7,3	6	3	5,8	35
Employees	14	3,5	32	6,4	5,1	46	56	11,2	12	3	7,6	68
Workers	44	1,8	94	1,5	,6	138	225	8	297	5,1	6,1	522
Total	66	2	126	1,8	1,9	192	316	8,3	315	4,9	6,2	63

## ENVIRONMENT

### Table 7. GRI 301-1 e 301-2: Materials used by Great Lengths

[illegible]



TYPE OF MATERIAL	Unit	as of Dec 31, 2022	as of Dec 31, 2023
<b>NON-RENEWABLE MATERIALS</b>			
<b>Dyes and chemicals</b>	<b>Kg</b>	<b>6372,73</b>	<b>3594,98</b>
<b>Recycled sources</b>	<b>%</b>	<b>0%</b>	<b>0%</b>
<b>Plastic</b>	<b>Kg</b>	<b>302,88</b>	<b>245,56</b>
<b>Recycled sources</b>	<b>%</b>	<b>35%</b>	<b>36%</b>
<b>GL Keratin</b>	<b>Kg</b>	<b>2396,76</b>	<b>2713,98</b>
<b>Recycled sources</b>	<b>%</b>	<b>0%</b>	<b>0%</b>
<b>Iron</b>	<b>Kg</b>	<b>144,00</b>	<b>84</b>
<b>Recycled sources</b>	<b>%</b>	<b>0%</b>	<b>0%</b>
<b>Other materials*</b>	<b>Kg</b>	<b>156,72</b>	<b>206</b>
<b>Recycled sources</b>	<b>%</b>	<b>0%</b>	<b>0%</b>
<b>Total weight</b>	<b>-</b>	<b>31.782,79</b>	<b>21.458,36</b>
<b>Total weight from recycled</b>	<b>-</b>	<b>106</b>	<b>88,4</b>
<b>Recycled material percentage</b>	<b>-</b>	<b>0,33%</b>	<b>0,41%</b>

**\*Other materials:** Other materials include secondary materials used in production, such as rubber and synthetic bands, polyurethane with or without textile material, and double-sided tape.

Table 8. GRI 302-1: Great Lengths energy consumption

TYPE OF CONSUMPTION	Unit	as of Dec 31, 2022	as of Dec 31, 2023
<b>Non-renewable Fuel (LPG)</b>	<b>GJ</b>	<b>1.279</b>	<b>1.666</b>
<b>used for heating*</b>	<b>GJ</b>	<b>1.279</b>	<b>1.666</b>
<b>Renewable fuel</b>	<b>GJ</b>	<b>2.521</b>	<b>2.690</b>
<b>lighting usage</b>	<b>GJ</b>	<b>1.592</b>	<b>1.703</b>
<b>heating usage</b>	<b>GJ</b>	<b>479</b>	<b>521</b>
<b>cooling usage</b>	<b>GJ</b>	<b>449</b>	<b>466</b>
<b>Total consumption</b>	<b>GJ</b>	<b>3.800</b>	<b>4.357</b>
<b>% of renewable energy out of total energy consumed</b>	<b>%</b>	<b>66%</b>	<b>62%</b>

\*LPG for heating: the value given corresponds to LPG gas used for both process hot water production and heating, and we are currently unable to differentiate flows. Future goal to implement the use of meters aimed at flow differentiation.

\*The following conversion factors expressed in GJ were considered for the calculation of energy consumption:

- For 2022 data: UK Government GHG conversion factors for company reporting, 2022
- For 2023 data: UK Government GHG conversion factors for company reporting, 2023



**Table 9. GRI 303-4: Great Lengths water discharges**

Water discharges	Unit	as of Dec 31, 2022		as of Dec 31, 2023	
from areas not under water stress*		Fresh water (≤1.000 mg/l Total dissolved solids)	Other water (≤1.000 mg/l Total dissolved solids)	Fresh water (≤1.000 mg/l Total dissolved solids)	Other water (≤1.000 mg/l Total dissolved solids)
Surface water	ML	-	-	-	-
Groundwater	ML	-	-	-	-
Sea water	ML	-	-	-	-
Produced water	ML	-	-	-	-
Third-party water**	ML	-	2906,88	-	3051,16
Total water discharges	ML	-	2.906,88	-	3.051,16

\* In order to identify water-stressed areas, WWF's Water Risk Filter, available online at: <https://riskfilter.org/>, was used. There are no water discharges in water-stressed areas.

\*\* Third-party water includes process wastewater delivered as special waste and water for sanitary use (estimated) and storm water, not considered for assessment in this report but for which a data collection management system is being implemented in 2025.

**Table 10. GRI 305-1 e 305-2: Great Lengths emissions**

EMISSIONS	Unit	as of Dec 31, 2022	as of Dec 31, 2023
Scope 1*	tonCO <sub>2</sub> eq	81,84	106,6
Scope 2 (location-based)**	tonCO <sub>2</sub> eq	178,96	219,18
Scope 2 (market-based)***	tonCO <sub>2</sub> eq	0	0
Total (location-based)	tonCO <sub>2</sub> eq	260,8	325,78
Total (market-based)	tonCO <sub>2</sub> eq	81,84	106,6

\*The following emission factors expressed in CO<sub>2</sub>eq were considered for the calculation of Scope 1 emissions:

- For 2022 data: UK Government GHG conversion factors for company reporting, 2022
- For 2023 data: UK Government GHG conversion factors for company reporting, 2023

To date, consumption of company vehicles is not considered because they are mixed and for personal use and in the absence of a consumption monitoring system.

\*\*For the calculation of Scope 2 emissions (Location-based method), average emission factors related to domestic power generation expressed in CO<sub>2</sub> were used (source: ISPRA, 2023).

\*\*\*Emission factors expressed in CO<sub>2</sub> relative to the "residual mix" (European Residual Mix 2021 source AIB-2022 and European Residual Mix 2022 source AIB-2023) were used to calculate Scope 2 emissions (Market-based method).

**Table 11. GRI 306-3: Waste generated by type of Great Lengths**

Waste by composition, in metric tons			
Composition of waste generated	Unit	as of Dec 31, 2022	as of Dec 31, 2023
mixed material packaging	ton	14,46	9,16
Packaging containing residues of or contaminated with hazardous substances	ton	0,44	0,54
Absorbents, filter materials (including oil filters not otherwise specified), rags and protective clothing, contaminated with hazardous substances	ton	0,21	0,06
Iron and steel	ton	4,42	6,19
Fluorescent tubes and mercury-containing waste	ton	0,06	0,05
Used printing toners containing hazardous substances	ton	0,01	-
Total waste produced	ton	19,60	16,00



A top-down view of a clean, white desk. In the top left corner is a small, light-colored pot with a green succulent. A silver laptop is partially visible in the top right. A black smartphone lies on the left side. In the center is an open notebook with blank white pages. To the right of the notebook is a yellow pencil and a pair of black-rimmed glasses. The background is a plain, light surface.

7

# GRI CONTENT INDEX



The organization and its reporting practices		Paragraph	Omissions, Notes
GRI 2-1	Organizational details	Methodological Note	
GRI 2-2	Entities included in the organization’s sustainability reporting	Methodological Note	
GRI 2-3	Reporting period, frequency, and contact point	Methodological Note	
GRI 2-4	Restatements of information		This document is Great Lengths’ first Sustainability Report
GRI 2-5	External assurance		No external assurance is present

Activities and workers		Paragraph	Omissions, Notes
GRI 2-6	Activities, value chain, and other business relationships	Our value chain, between excellence and ethics	
GRI 2-7	Employees	Safety and growth of our people	
GRI 2-8	Workers who are not employees	Safety and growth of our people	

Governance		Paragraph	Omissions, Notes
GRI 2-9	Governance structure and composition		In addition to the bodies listed in the “Our Governance” chapter, Great Lengths currently has no Committees
GRI 2-10	Nomination and selection of the highest governance body	Our governance	
GRI 2-11	Chair of the highest governance body	Our governance	
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Our governance	
GRI 2-13	Delegation of responsibility for managing impacts		As permitted by law, the Board of Directors has resolved to delegate all powers to the CEO, who, in turn, has delegated to managers within the limits of current laws. The de- legated directors possess all the professionalism and experience requirements to fulfill the specific tasks assi- gned to them by the Board and coordinate an adequate functional and hierarchical organizational structure aimed at carrying out the operational tasks defined by the same management
GRI 2-14	Role of the highest governance body in sustainability reporting	Our governance	
GRI 2-15	Conflicts of interest	Our governance	
GRI 2-16	Communication of critical concerns	Our governance	
GRI 2-17	Collective knowledge of the highest governance body	Our governance	



Governance		Paragraph	Omissions, Notes
GRI 2-18	Evaluation of the performance of the highest governance body		All heads of various company functions report directly to the CEO and/or COO any potential issues, which are shared by the latter with all Board members. Additionally, through the implementation of the 231 Model, information flows are executed annually
GRI 2-19	Remuneration policies		Great Lengths complies with collective bargaining agreement provisions by applying the relevant national collective labor agreement (CCNL).
GRI 2-20	Process to determine remuneration		The information is currently unavailable as there is no formalized procedure; the company commits to reporting it in future exercises
GRI 2-21	Annual total compensation ratio		The ratio between the compensation of the highest-paid individual at Great Lengths and the average compensation of employees (excluding the highest-paid individual) is 6.5 in 2023. This ratio was calculated considering the annual gross fixed and variable compensation represented by the salary. In the last year, the percentage increase ratio is -1.5%

Strategy, policies, and practices		Paragraph	Omissions, Notes
GRI 2-22	Statement on sustainable development strategy	Letter to stakeholders	
GRI 2-23	Policy commitments	Who We Are; Our governance; Safety and growth for our people; Our commitment to environmental protection	
GRI 2-24	Embedding policy commitments	Who We Are; Our governance; Safety and growth for our people; Our commitment to environmental protection	
GRI 2-25	Processes to remediate negative impacts	Our governance	
GRI 2-26	Mechanisms for seeking advice and raising concerns	Our governance	
GRI 2-27	Compliance with laws and regulations		In 2023, no cases or sanctions of non-compliance with laws and regulations were recorded
GRI 2-28	Membership to associations	A sustainable strategy for the future	

Stakeholder engagement		Paragraph	Omissions, Notes
GRI 2-29	Approach to stakeholder engagement	Our stakeholders	
GRI 2-30	Collective agreements	Safety and well-being for our people	



Material Aspect - Ethics and Integrity		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Safety and well-being for our people	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our governance	
GRI 205-3	Confirmed incidents of corruption and actions taken		In 2023, no confirmed incidents of corruption were recorded

Material Aspect - Evolution of the value chain		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Safety and well-being for our people	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our value chain between excellence and ethics	
GRI 308-1	New suppliers that were screened using environmental criteria	Responsible sourcing	

Material Aspect - Water consumption management		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	

GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our commitment to environmental protection	
GRI 303-1	Interactions with water as a shared resource	Water consumption management	
GRI 303-2	Management of impacts related to water discharge	Water consumption management	
GRI 303-4	Water discharge	Energy consumption and emissions management; GRI Tables - Environment	

Material Aspect - Management of energy consumption and emissions		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our commitment to environmental protection	
GRI 302-1	Energy consumed within the organization	Energy consumption and emissions management; GRI Tables - Environment	
GRI 305-1	Direct GHG emissions (Scope 1)	Energy consumption and emissions management; GRI Tables - Environment	
GRI 305-2	Indirect GHG emissions from energy consumption. (Scope 2)	Energy consumption and emissions management; GRI Tables - Environment	



Material Aspect - Waste Management		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our commitment to environmental protection	
GRI 306-1	Waste generation and significant waste-related impacts	Waste management	
GRI 306-2	Management of significant waste-related impacts	Waste management	
GRI 306-3	Waste generated	Waste management; GRI Tables - Environment	

Material Aspect - Responsible product and packaging		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our commitment to environmental protection	

Material Aspect - Responsible product and packaging		Paragraph	Omissions, Notes
GRI 301-1	Materials used by weight or volume	The sustainability of packaging; GRI Tables - Environment	
GRI 301-2	Materials used that come from recycling	The sustainability of packaging; GRI Tables - Environment	



Material Aspect - Diversity, inclusion and equal opportunity		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our governance; Security and growth for our people	
GRI 405-1	Diversity in governing bodies and among employees	GRI Tables - People	

Material Aspect - Well-being of workers		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our governance; Security and growth for our people	
GRI 403-1	Management system of health and safety at work	How we care for our people	

Material Aspect - Well-being of workers		Paragraph	Omissions, Notes
GRI 403-2	Hazard identification, risk assessment, and accident investigation	How we care for our people	
GRI 403-3	Occupational health services	How we care for our people	
GRI 403-4	Worker participation and consultation and communication on occupational health and safety	How we care for our people	
GRI 403-5	Occupational health and safety training for workers	How we care for our people	
GRI 403-6	Promotion of workers' health	How we care for our people	
GRI 403-7	Prevention and mitigation of occupational health and safety impacts within business relationships	How we care for our people	
GRI 403-8	Workers covered by an occupational health and safety management system	How we care for our people; GRI Tables - People	



Material Aspect - Worker development		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; Our governance; Safety and growth for our people	
GRI 404-1	Average hours of annual training per employee	Training and Welfare; GRI Tables - People	

Material Aspect - Customer well-being and satisfaction		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; How care for our customers	
GRI 417-3	Incidents of non-compliance concerning marketing communications		During 2023, there were no Incidents or incidents of non-compliance in information and labeling

Material Aspect - Customer well-being and satisfaction		Paragraph	Omissions, Notes
GRI 3-1	Process to determine material topics	Materiality analysis and the challenges we embrace	
GRI 3-2	List of material topics	Materiality analysis and the challenges we embrace	
GRI 3-3	Management of material topics	Materiality analysis and the challenges we embrace; The community and the causes we support	
GRI 413-1	Activities involving local community involvement, impact assessments and development programs		The information is not currently available, the company is committed to reporting it in future years



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